

GIRO APPLICATION FORMAT

PART 1: FOR APPLICANT'S COMPLETION

(Please fill in the all fields. Incomplete forms may not be processed)

Date: _____	Name of Billing Organisation ("BO") _____
To: Name of Financial Institution: _____	Billing Organisation's Customer's Name: _____
Branch: _____	Billing Organisation's Customer's Ref No: _____
Payment limit (Maximum amount to be deducted per transaction): ^{Note} _____	Expiry date of this authorisation: ^{Note} _____

- (a) I/We hereby instruct you to process the BO's instructions to debit my/our account.
- (b) You are entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- (c) This authorisation will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through the BO.
- (d) It is the BO's responsibility to inform banks upon the expiry of this authorisation and to ensure no deductions are made thereafter.

Note: BOs should print and make clear whether this option is applicable or available to their customers.

My/Our Name(s): _____	My/Our Contact (Tel/Fax) Number(s): _____
My/Our Account Number: _____	My/Our Company Stamp/Signature(s)/Thumbprint(s)*: _____ <i>(As in Financial Institution's records)</i>

PART 2: FOR BILLING ORGANISATION'S COMPLETION

Bank	Branch	Billing Organisation's Account No.	Billing Organisation's Customer Ref No.

Bank	Branch	Account No. To Be Debited

PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION

To: BILLING ORGANISATION

This Application is hereby REJECTED (please tick) for the following reason(s):

<input type="checkbox"/> Signature/thumbprint [#] differs from Financial Institution's records <input type="checkbox"/> Signature/thumbprint [#] incomplete/unclear [#] <input type="checkbox"/> Account operated by signature/thumbprint [#]	<input type="checkbox"/> Wrong Account Number <input type="checkbox"/> Amendments not countersigned by customer <input type="checkbox"/> Others: _____
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Name of Approving Officer	Authorised Signature	Date
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* For thumbprints, please go to the branch with your identification
 # Please delete where inapplicable

To be printed on the reverse of the GIRO application form.

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

[The FAQs below are for reference of billing organisations. BOs should customise the FAQs to suit their business circumstances and operations.]

How do I get started?

Complete this GIRO application form, with your customer/account/bill number. Send it back to us at:

[Company Name]
[Company Address]

How long do I need to wait before my GIRO arrangement is effective?

Continue paying by cash or cheque for all your bills until your GIRO arrangement is effected, which takes at most 21 working days. Your GIRO application is only effective when the statement 'Amount will be deducted from your account on ddmmyyy' appears on your bill.

Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?

Yes, you can by stating his/her name and address, and the customer/account/bill number on the GIRO form.

When will the GIRO deduction be made?

A deduction will only be made from your bank account on the **xxth** of each month. The amount deducted will be reflected in your bank statement and monthly bills.

What happens if there are insufficient funds in my bank account?

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after **x** consecutive attempts. Please note that **some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.**

Can I set a payment limit on my GIRO deduction?

Yes, you can, but you should ensure that the limit is sufficient to pay for all charges for subscriptions and any other services, including GST. If the amount on your bill exceeds the limit, no deduction will be made from your bank account. You will then need to pay your bill by cash/cheque/NETS or any electronic payment means before the due date.

Can I stop GIRO payment on a particular bill?

Yes, you can by calling us at **xxxxxxx** but you will need to give us at least **xx** working days before the next deduction date. You should also inform your bank to stop GIRO payment.

What happens to my GIRO arrangements that are no longer used?

You should review all your GIRO arrangements periodically and terminate those arrangements that are no longer required with your bank.